

ABSTRACT OF THE DISCLOSURE**HOLD QUEUE WAIT ESTIMATIONS**

5 A method, system, and program for estimating hold queue wait times are provided. Call times are individually estimated for multiple calls within a call center. In particular, call times may be estimated according to representative profiles, caller profiles, and current caller activity of the multiple calls within the call center. The identity of each caller may be authenticated and a caller profile accessed from a central server according to authenticated caller identities. The central server may be accessible to multiple call centers, where each call centers accesses and updates caller profiles according to a single caller identifier for each caller. In addition, call times estimates and factors utilized to calculate call time estimates may be output to a caller, preferably according to an output interface specified by the caller in the caller profile.